Nursing, Arizona Board of

Description

The State Board of Nursing protects the public by assuring that standards of practice are defined and that persons engaged in the practice of nursing are competent. It approves individuals for licensure, registration, and certification; approves educational programs for nurses and nursing assistants; investigates complaints concerning licensees and certificate holders compliance with the law; and determines and administers disciplinary actions in the event of proven violations of the Nurse Practice Act.

IT Vision

Optimize existing services for reliability and cost effectiveness. Design and deploy future systems with the goals and mission of the Board of Nursing in mind. Instill continuity of knowledge among non-technical staff to ensure productivity through training and familiarization of existing and new systems. Balance technical capability and fiscal conservativeness to meet existing and future needs in a planned and orderly manner.

IT Mission

To protect the public health, safety, and welfare through the safe and competent practice of nurses and nursing assistants.

Goal 1

Develop several Internet-accessible systems to provide access to Online Verification, Renewal and Discipline Reporting. Following a reasonable expectation path, basic versions of these systems are being developed and delivered in more generic form. Improved security efforts will augment the process and deliver an elevated tier of interoperability. This goal is multi-faceted, focusing on software reliability, reduced licensing costs, easier maintenance of systems and reliable security measures.

Objective 1

Provide enhanced Security on external and internal network access points. The Board will augment passive logging and structured rule-bases with active monitoring and packet inspection techniques.

Current Situation

The Board uses heavily loaded Access Control Lists (ACL's) on external and internal gateway interfaces to ensure systems are protected and unauthorized traffic is barred from entering the internal network. Linux-based systems are used to passively log unauthorized attempts to access the Board, however, there is no active Intrusion Detection System (IDS) enabled for proactive security. The existing methods have proved to work well for the Board, but administration is very complex, and more sophisticated intrusion methods are developed each week- as studied in the security and anti-security community. There will be a point in the very near future when existing 'Static' security measures are not enough to protect the Agency, and investment in modern network security and detection systems are a must for both internal and external network traffic.

Performance Measures

1 Board will deploy Hardware Firewall-based security on external interfaces.

Status Un-Funded

Category: Quality

Target 03	Actual 03	FY 04	FY 05	FY 06
		1	1	2

Page Break

2 Deploy port-based security on internal switch interfaces.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficency			1	3	5

3 Draft and execute a Project Strategy Plan for GITA- TeSA compliance. The Board recognizes the value of this assessment, and has met the core requirements addressed in the TeSA document. The Board has not maintained granular written policies, directed at some of the narrow-focus points of the assessment; However the Board has met with the compliance standards of the assessment as a course of general operations.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Quality			0	1	1

Objective 2

Deploy current, but standards-based application and server technologies to support online information access.

Current Situation

The Board currently uses a combination of Windows NT 4.0 and Windows 2000 servers, running Microsoft Internet Information Server (IIS), for most of the public accessible Internet. These systems have limited application security and functionality as compared to more mainstream Web-enabled application providers. The Board is cautious not to invest in 'lime-light' technologies, or those, which are expensive to maintain in either licensing or professional services maintenance. Microsoft has discontinued support for NT Version 4.0 platforms, and will soon remove Windows-2000 from maintenance as well. This will open a potential for unsupported future exploits and place the Board at risk as more applications are delivered to the Internet. The Board has studied a number of E-Commerce and Web-Integrated/Enabled applications, server platforms and development technologies, and has determined that a combination of Windows 2003 Server, Linux-based Apache web services and a combination of MySQL/PHP, SQL-Server with .Net framework and limited C++/C# sub-systems programming will deliver the best long-term, commonly manageable and most secure environment for applications and services for the next three to five years. This will require adaptation from existing ASP, Java and XML services, and modification of several HTML-based services the Board currently offers.

Performance Measures

1 Eliminate NT 4.0 based, External Server Platforms.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficency			3	5	5

2 Add Linix-Based Apache Servers to support static information sites and dynamic public information systems.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficency			1	2	4

3 Deploy PHP/MySQL on Apache Server to support online news and information groups, specific to Nursing and Scope of Practice issues. These services will enhance public awareness and support open dialouge on important Nurse and Public Health Policy.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficency		2	3	4	5

Goal 2

Replace existing Iwatsu Telephone Switch with modern, IP-Ready PBX System.

Objective 1

Install cable and facilities necessary to support funded telecommunications system build-out.

Current Situation

Both voice and data cable-runs within the agency are mismatched and mislabeled. Most of the voice infrastructure is deteriorated from the Telephone Closet (MDF) to each user station. In order to take full advantage of a new telephone system installation, the Board has determined new cable installation is necessary.

Performance Measures

1 Conduct evaluation of existing facility wiring and negotiate for best vendor quality and installation cost. Cable infrastructure will include Cat-5E Data and Voice drops, station access ports, patch-panels and rack installation. Voice and Data circuits will be extended from the CPE demarcation point to the data center, where environmental controls are in place to support communications systems.

Status In Process

Category: Input

Target 03	Actual 03	FY 04	FY 05	FY 06
	0	1	1	1

2 Certify installation of cable infrastructure and release vendor. (Project completion and approval) Approximately twenty-five systems will be relocated to new rack locations and tested. Actual telecommunications installation will be initiated after these objectives are complete.

Status On Hold

Category: Input

Target 03	Actual 03	FY 04	FY 05	FY 06
		1	0	0

Objective 2

Develop IVR menu structure in advance of switch deployment, to ensure testing and proper configuration prior to migration from existing platform.

Current Situation

Existing IVR platform must remain in operation until a fully tested system is ready for replacement. While the Board conducts cable, wiring and switch system configuration, the IVR team will evaluate the current Call Express menu structure and Nursing Database.

Performance Measures

1 Examine existing system and develop the necessary replacement menu system.

Status In Process

Category: Input

Target 03	Actual 03	FY 04	FY 05	FY 06
		1	1	1

2 Test configuration, add special services and deploy new system in place of existing AVT platform.

Status On Hold

Category: Quality

Target 03	Actual 03	FY 04	FY 05	FY 06
		1	1	1

3 Conduct development and administration training for new platform and ensure key staff is proficient in the maintenance and operation of the deployed IVR platform.

Status On Hold

Category: Input

Target 03	Actual 03	FY 04	FY 05	FY 06
		1	1	1

Page Break

Objective 3

Build, configure and deploy new telecommunications central switch (PBX) system and successfully interconnect associated voicemail, IVR and network-accessible components.

Current Situation

Existing PBX, VM and IVR systems have reached critical mass. With the investment approved for a replacement, the Board has concluded that only emergency maintenance; to continue basic operations should be dedicated to existing systems while this project is in process. The CIO has developed a reasonable exit and migration strategy that will continue uninterrupted services while this transition is underway.

Performance Measures

1 Configure and design new switch based on Agency needs and State requirements.

Status Complete

Category: Input

Target 03	Actual 03	FY 04	FY 05	FY 06
		1	1	1

2 Obtain and finalize State approved finance option for telecommunications initiative.

Status In Process

Category: Input

Target 03	Actual 03	FY 04	FY 05	FY 06
		1	1	1

3 Install and deploy new telecommunications system to the satisfaction of the Agency and State Requirements.

Status On Hold

Category: Input

Target 03	Actual 03	FY 04	FY 05	FY 06
		1	1	1